

Watch Dr. Nester's Annual Meeting Presentation—Video

We're imagining and creating a healthier tomorrow.

Don't Let Your Benefits Dollars Go to Waste

Use your FSA and Wellness Dollars before Dec. 31.

Attend LVH—Cedar Crest Town Hall on Dec. 14

Ask questions and get the latest network and campus news.

LVHN Fitness Gift Cards on Sale

Get 20 percent of \$50 gift cards.

LVPG Practice of the Month—Photos

LVPG Orthopedics and Sports Medicine excels.

OOO

Kim Jordan talks about communicating in acronyms.

Enter the March of Dimes T-shirt Contest

The winning design will be worn by the LVHN team.

Give Blood on Dec. 12 and 27

LVH—Cedar Crest and Mack Boulevard drives are scheduled.

LVHN Holiday Celebration

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Meet LVHN's New CFO

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Confusing Patient Letter

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LVHN news

Hearing Just Fine – With a Little Help

Rehab an Effective Solution to Opioid Epidemic

LVHN Acquires Weller Health Education Center

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LVHN President and CEO Describes How LVHN is Imagining a Healthier Tomorrow at the Annual Meeting – VIDEO

BY [RICK MARTUSCELLI](#) · DECEMBER 8, 2017

Before an audience of about 300 community members, colleagues and members of LVHN's Board of Trustees, LVHN President and Chief Executive Officer Brian Nester, DO, MBA, FACOEP, asked the people of our community to use their imagination during LVHN's 2017 Community Annual Meeting. He asked them to imagine a health network that provides leading-edge care, discovers medical breakthroughs, gives you convenient access to care, delivers a great health care experience and creates a healthier community. "When you imagine these things, look no further than Lehigh Valley Health Network," Dr. Nester said.

During his President's Report, Dr. Nester talked about the health network's focus on quality care, as evidenced by the introduction of three new institutes at LVHN in 2017. He discussed LVHN's growth in all the communities we serve, as well as plans for additional growth in the months ahead. He outlined how you can take advantage of numerous conveniences to get access to the care you need. Finally, he touched upon the ways colleagues are using innovation to create a healthier community with TeleMedicine programs and other population health initiatives.

You can watch Dr. Nester's entire presentation and read LVHN's Annual Report online at LVHN.org/annualreport. There, you'll also get detailed information about LVHN's finances and community benefit, as well as see a list of LVHN leadership.



LVHN President and CEO Tells Our Community We Are 'Always Working for You' at the Annual Meeting – VIDEO

9 DEC, 2016



LVHN President and CEO Shares How 'We're Creating a Better Health Care Experience' at 2015 Annual Meeting – VIDEO

3 DEC, 2015

Don't Let Your Benefit Dollars Go to Waste. Use Your FSA and Wellness Dollars Before Dec. 31.

BY [EMILY SHIFFER](#) · DECEMBER 6, 2017

Flexible Spending Account (FSA) and My Total Health dollars expire at the end of each calendar year. Don't leave your valuable colleague benefit balances behind. Consider using your balances to pay for eligible products and services such as:

Vision services and products through LVPG Ophthalmology

Colleagues can use FSA funds to purchase prescription glasses, contact lenses and non-prescription sunglasses. Other services include the dry eye procedure Lipiflow that works by applying a combination of heat and pressure to the inner eyelid to safely remove gland obstructions while improving/restoring function.

(Note: The LipiFlow procedure is not covered by insurance and is currently \$850 for a bilateral treatment. A \$50 mail-in rebate is also available during December.)

Call to make an appointment for an eye exam with one of our LVPG optometrists to obtain a prescription for glasses or contacts. If you have a valid prescription, (dated within one year and from any licensed provider), you can walk in at either LVPG Ophthalmology locations to speak with an optician.

Locations accepting FSA dollars are:

LVPG Ophthalmology–17th Street

401 N. 17th Street, Suite 103

Allentown, PA 18104

610-969-3070

LVPG Ophthalmology–Palmer Township

3701 Corriere Road, Suite 17



Easton, PA 18045

484-591-7050

Contributions to your FSA must be used for services received within the calendar year. To use your remaining 2017 FSA dollars, you must incur qualified expenses by Dec. 31, 2017. While you have until March 31, 2018 to claim reimbursement for those expenses, any funds unused by Dec. 31 will be forfeited. [Read more about your FSA dollars](#) or go to the FSA Store on MyPopulytics to use your FSA dollars.

My Total Health services available through LVHN Fitness and more

In 2017, colleagues enrolled in LVHN Health Plan received \$700 in wellness dollars that can be used to offset the cost of dozens of wellness offerings including:

- **Personal training services** offered at all [LVHN Fitness locations](#) and reimbursed at 100 percent. Call 484-884-2851 for information and to schedule.
- **Discounted facials** available at LVPG Plastic and Reconstructive Surgery—1243 Cedar Crest. Colleagues receive 20 percent off facials followed by 50 percent reimbursement through My Total Health dollars. Schedule [online](#) or call 888-402-LVHN.
- **Dozens of classes** and other offerings including [Mindfulness Based Stress Reduction](#), Weight Watchers at Work, and more.

Use it or lose it

The health network offers generous wellness benefits to help you be at your best at home and at work. When you don't use your wellness dollars, it's like leaving money on the table. Take advantage of My Total Health dollars and schedule a personal training session today. A comprehensive [list of current wellness offerings](#) can be found on the human resources intranet page. My Total Health-eligible expenses are submitted to Populytics and reimbursed (minus taxes) through payroll.

Attend a Town Hall Meeting at LVH-Cedar Crest on Dec. 14

BY [SHEILA CABALLERO](#) · DECEMBER 6, 2017

Working for a large regional health network means there's always lots of news to share with our nearly 18,000 colleagues. That's one of the reasons we hold regular Town Hall meetings on each of our hospital campuses. We also hold Town Halls to hear what's on your mind, because colleagues know best what's working well and where we have opportunities for improvement.

Join us at one of two Town Hall meetings at LVH-Cedar Crest on Dec. 14. Lehigh Valley Hospital President Bill Kent and other leaders will share news on our network-wide priorities and progress, as well as news specific to the hospital campus.

We also want to hear from you. Block out time in your calendar to attend and bring your suggestions, concerns and questions. Your first-hand observations and experiences can help make LVHN an even better place to work for colleagues and the best place to receive care in the region.

LVH-Cedar Crest

Thursday, Dec. 14, auditorium

7:30-8:30 a.m.

7:45-8:45 p.m.



Wrap up the Gift of Wellness: LVHN Fitness Gift Cards on Sale

BY [JENN FISHER](#) · DECEMBER 4, 2017

This month, LVHN Fitness is offering a tremendous deal: 20 percent off \$50 gift cards that you (or someone you really like) can use for a variety of classes and services at [LVHN Fitness at One City Center](#) or other Lehigh Valley-area LVHN Fitness locations. ([LVHN Fitness—Cedar Crest](#) and [LVHN Fitness—Muhlenberg](#).) It's a gift that will bring enjoyment – and better wellness – in the coming year.

Use the gift cards for:

- Membership at LVHN Fitness One City Center, Cedar Crest or Muhlenberg
- Massage appointments
- Personal training services
- Group classes



Wrap up your shopping by purchasing the discounted LVHN Fitness gift cards in-person at LVHN Fitness at One City Center or by calling 484-862-3002. Don't delay because this offer is good only through the month of December. Here's some additional fine print that the elves added: Maximum purchase of 5 gift cards per person. Gift cards are sold in \$50 denominations before discount. Gift cards may only be used for future purchases and may not be used on day of purchase.

This value is offered for LVHN employees and the public, allowing all to make strides for a healthy New Year.

For more information call us at 484-862-3001 or visit us online at LVHN.org/fitness.

LVPG Practice of the Month: LVPG Orthopedics and Sports Medicine – Photos

BY [MARCIANN ALBERT](#) · DECEMBER 5, 2017

Sustainable transformation requires engagement, teamwork, resources and motivation. Colleagues at [LVPG Orthopedics and Sports Medicine](#) understand what it takes to integrate “change management” concepts for positive results.

This uniquely wonderful practice provides specialty services with an incredible passion for patient-centered care. Over the last few months, colleagues realized that in order to improve workflows, each staff member had to integrate a standard, thoughtful approach to change management. This would lay the groundwork for standard practice prior to going live on Epic in February of 2018. Colleagues took an “all hands on deck” approach, which produced amazing results.

ortho1



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“Process improvements took about 16 weeks to create,” says Molly Thompson, LVPG Operations Lean

Coach. Here is what they did to improve efficiency and give patients the best possible experience.

- Providers moved to other locations to support patient access needs.
- Additional locations were opened.
- Independent schedules for physician assistants were implemented to create opportunities for patient access.
- Schedule templates were enhanced to ensure consistent formats and/or fields were being utilized.
- The call management area centralized staff, resources and equipment in one area to reduce waste.
- The Patient Services Representative answering phones now keeps track of their daily abandoned call rate/talk time to ensure callers are receiving excellent service.
- All patients' MRI, CT and rehabilitation appointments are scheduled before they leave the practice.
- Pre-visit planning was instituted to ensure patient information and care needs are reviewed with providers and staff before the patient arrives to their appointment, thus giving the provider ample time to meet with the patient.
- Duplicate workflows were eliminated.
- To prepare for the Epic launch, workflows were moved from paper to electronic.
- Vacant budgeted positions were filled.

“Simply put, it took all of us, housekeeping to physician lead, being fully committed to change to create the culture needed to carry LVPG Ortho forward,” says Interim Practice Administrator Lisa Monteleone, BSN. “Nothing was off limits and anything was possible with the right energy and motivation.”

[Check out these extraordinary performance metrics](#) and see photos of the proud practice colleagues above.

OOO

BY KIM JORDAN, DNP, RN · DECEMBER 8, 2017

This week's blog is going to be short because I am OOO, but I have a few requests for colleagues –*

While I am on PTO, I expect PCCs to work with RNs, TPs, APs, MDs, DOs, CRNPs, PAs and all other colleagues to provide the outstanding PC our patients expect and deserve – whether they are in PICU, NICU, TNICU, PCU or any unit in the hospital, including ICU (under observation by the AICU overnight).

Does it bother you when people talk in acronyms and you don't know what the heck they mean? NRN. (No reply necessary.)



In brief, when you send a note to a colleague or explain a procedure or location for care to a patient or patient's family, nix the abbreviations – at least the first time around. Take a moment to spell out or explain the acronym so no one needs to feel bewildered or aggravated by a communication gap that doesn't need to exist. Just because you know what the acronym means does not mean the person who is seeing it or hearing it does. You hold the key to full communication.

Be right back (BRB), but until then...

Before my vacation time started, I attended LVHN's annual meeting. You should feel uplifted by the amazing work that was featured at the meeting – patient care and accomplishments that were achieved by you and your colleagues. If you could not attend, watch for Dr. Nester's presentation at LVHN's 2017 Annual Meeting which will be posted on LVHN Daily.

Also, I encourage you to attend one of two upcoming Town Hall meetings scheduled for Thursday, Dec. 14, at LVH–Cedar Crest. Bill Kent, Lehigh Valley Hospital President, will host the Town Halls at 7:30-8:30 a.m. and 7:45-8:45 p.m. in the LVH–Cedar Crest auditorium. Try to attend and while there, please share your ideas and thoughts.

My THX

As I listened to the stories at the annual meeting, the common thread throughout was how we (**you**)

provide great patient care and the effect of that great patient care. From Street Medicine to veterans' health care initiatives, to pediatric cancer care and more, your expertise touched patients from every walk of life, condition and need in the last year. Thank you for your compassionate care – no acronyms or abbreviations to dilute my gratitude. You are the best at what you do and I am grateful you are on our team.

Kim

P.S.: FYI, I appreciate hearing from you. My email is: Marie.Jordan@lvhn.org – and just a reminder, I am on PTO through Dec. 12.

*Definitions for acronyms used in today's column. [Find more LVHN-specific acronyms here.](#)

OOO: out of office

LIT: lost in translation

PTO: paid time off

PCC: patient care coordinator

RN: registered nurse

TP: technical partner

AP: administrative partner

MD: medical doctor

DO: doctor of osteopathy

CRNP: certified registered nurse practitioner

PA: physician assistant

PC: patient care

PICU: pediatric intensive care unit

NICU: neonatal intensive care unit

TNICU: trauma neuro intensive care unit

PCU: progressive care unit

ICU: intensive care unit

AICU: advanced intensive care unit

THX: thanks

FYI: for your information



Kim Jordan

About me: My name is Kim Jordan, DNP, RN, and I am Senior Vice President and Chief Nursing Officer at LVHN. I came to LVHN 15 years ago as director of the open-heart and transitional open-heart units. I consider it an honor and a privilege to lead our outstanding nursing colleagues.

Enter our March of Dimes T-shirt Contest and Help Design a Healthier Future for Babies

BY [SHEILA CABALLERO](#) · DECEMBER 4, 2017

Premature birth is rising around the globe including in the United States where one in 10 babies are born too soon. You can help shine a light on the issue of prematurity and birth defects by entering our March of Dimes T-shirt design contest. The winning design will be worn by the LVHN team during the Annual Walk and Run for Babies this April at Cedar Crest College in Allentown.

Here's how you can participate:

- Create a design that depicts healthy babies.
- Create your artwork on paper or digitally.
- Email your submission or send it via interoffice mail to Marketing and Public Affairs. (See contact information below.)
- Make sure your design arrives no later than Dec. 29, 2017.

All LVHN colleagues and their families are eligible to participate. Please email your submission to Tracey Sechler at tracey.sechler@lvhn.org or send through interoffice mail to Marketing and Public Affairs, LVHN-Mack Boulevard.

Winners will be announced in late January.



Give Blood at LVH–Cedar Crest, LVHN–Mack Boulevard in December

BY [TED WILLIAMS](#) · DECEMBER 5, 2017

LVHN and Miller-Keystone Blood Center make it easy for you to give the gift of life. Visit giveapint.org/LVHN to sign up online for an upcoming blood drive at the various LVHN locations.

By signing up online, you save time and are rewarded by earning points for each donation you make through the LifeSaver Rewards Program. These points can be redeemed for a variety of gifts at the online shop. You also can attend any blood drive without signing up online. Here are some upcoming opportunities for you to save a life in December.

Dec. 12, LVH–Cedar Crest, Kasych ECC rooms 9 and 10, 8 a.m.-5 p.m.

Dec. 27, LVHN–Mack Boulevard auditorium, 7:30 a.m.-12:30 p.m.

To reserve an appointment, visit giveapint.org/LVHN. Walk-ins also are welcome at these blood drives. Each donor will receive cafeteria vouchers for a meal (\$4 value) and small beverage.

